



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Dayton, Ohio

Docket No. 8598

Application of:

Parker et al.

Group Art Unit: 3639

Serial No. 09/735,835

Examiner: Borissov, Igor N.

Filed: December 13, 2000

For: **INTERACTION-BASED SERVICING OF BUSINESS CUSTOMERS**

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated May 19, 2005, kindly amend this application as follows:

IN THE CLAIMS

Kindly amend claims 1, 3, 4, 5, 8, 9 and 10 as shown below.

A complete listing of the claims in their current form is provided immediately below for the convenience of the Examiner.

CERTIFICATION OF MAILING UNDER 37 CFR 1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on 9-19-2005.

By: Sallie Spicer
Name: Sallie Spicer